

City of Wenatchee's



2020 Consumer Confidence Report



**The primary mission of the City of Wenatchee's
water utility is to ensure safe and reliable
drinking water to all of our customers.**



Welcome to the City of Wenatchee's Water Quality Report

The following is information about our drinking water.

To All of Our Customers:

The primary mission of the City of Wenatchee's water utility is to ensure safe and reliable drinking water to all of our customers. Our staff continued to conduct essential work during the Stay Home Stay Healthy order.

We continued to:

- Collect routine monitoring samples to ensure the absence of bacteria – The City reports all results to the Washington State Department of Health every month. All samples taken during this time have continued to be satisfactory.
- Monitor the treatment – to ensure that the low chlorine level that is added to the water is continuous and consistent
- Inspect our facilities – this includes the wells, the pipes, the reservoirs and the pump stations
- Read meters
- Conduct important routine maintenance
- Respond to emergency repairs

The City has taken the following steps because our drinking water system is critical infrastructure to protect public health.

- Participate in WAWARN – a mutual aid agreement with other water utilities in Washington State
- Provided personal protective equipment for employees and implemented social distancing
- Suspended shutting off water service for non-payment

According to the Washington State Department of Health (DOH) COVID-19 has not been detected in drinking water. Our water system uses low levels of chlorine to protect our drinking water supply from bacteriological and viral contamination.

City of Wenatchee Drinking Water Treatment:

Chlorination is the only treatment required for the City of Wenatchee's drinking water. Chlorine is added at the source and acts as disinfectant to protect against harmful levels of bacteria. The chlorine levels are regularly monitored at the source and throughout the water system. During 2019 the average chlorine in the water was 0.28 ppm. In 2019 the lowest value within the system was 0.07 ppm and the highest value was 0.46 ppm. If you are sensitive to the taste or odor of chlorine, try placing a pitcher of tap water in your refrigerator overnight before drinking it.



Information for Wenatchee's Commercial Customers:

Tips for the water use in your building following the Stay at Home order.

During this time many buildings are closed to the public or have limited access in order to help slow the spread of COVID-19. Stagnant or very low water use in a building can cause a loss of free and total chlorine residual in the building's plumbing, this can allow Legionella bacteria to flourish. Legionella can grow in building plumbing and associated equipment like cooling towers, pools, decorative fountains, hot tubs and other water connected equipment. If Legionella bacteria grow during low use periods, building users have a higher risk of contracting Legionnaires' disease and Pontiac Fever during the shutdown and when full use resumes. (Symptoms of Legionnaires' disease and Pontiac Fever are a cough, chills and a fever, similar to COVID-19.)

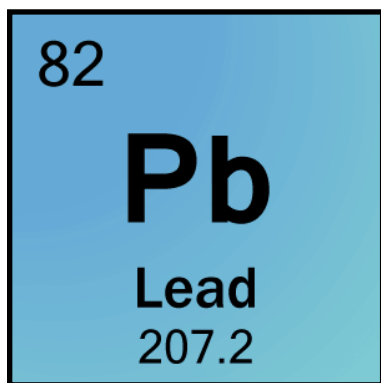
The Department of Health (DOH) has released a guidance document for building water systems outlining steps to actively manage and maintain systems to protect the health of building users and guidance on implementing a well thought out start up protocol to ensure public health protection. This information can be found on their website at: www.doh.wa.gov. On the DOH COVID-19 Page, select the link "Resources and Recommendations" and then "Business and Workers" to find the document "Guidance for Legionella and Building Water System Closures."

After periods of closure all buildings should flush the cold water system to maintain the chlorine residual in their plumbing. Flushing the system can be accomplished by turning on all of the faucets and allowing the water to run for a period of time. There is not a set amount of time to allow the water to run because each building has its own unique plumbing.

The American Water Works Association recommends flushing water connected equipment in addition to the building plumbing. Examples would be ice machines, soda machines, water filtration units, eye washes and safety showers.

If you have any questions please call Public Works for Water Quality Concerns at (509) 888-3235.

ATENCION: Este documento contiene información muy importante referente a su agua. Por lo tanto deseamos compartir los resultados. Fue aprobado por los Departamentos del Estado y Gobierno Federal, pasando todas las pruebas para el año 2019 y calificó como saludable y apta para nuestro consumo. Si necesita más información, por favor llamar a la ciudad, al teléfono 888-6200 y con mucho gusto contestaremos sus preguntas.



Information About Lead

In Washington State, lead in drinking water comes primarily from materials and components used in household plumbing. The more time water has been sitting in pipes, the more dissolved metals, such as lead, it may contain. Elevated levels of lead can cause serious health problems, especially in pregnant women and young children.

To help reduce potential exposure to lead:

- For any drinking water tap that has not been used for 6 hours or more, flush water through the tap until the water is noticeably colder before using for drinking or cooking. You can use the flushed water for watering plants, washing dishes, or general cleaning.
- Only use water from the cold-water tap for drinking, cooking, and especially for making baby formula. Hot water is likely to contain higher levels of lead.

If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water is available from EPA's Safe Drinking Water Hotline at 1-800-426-4791 or online at www.epa.gov/safewater/lead.

The Washington State Department of Health has additional information on how to reduce your exposure to lead in drinking water on their web site. (www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/Contaminants/Lead)

Additional tips:

- Clean the screens and aerators in faucets frequently to remove captured particles.
- Use only "lead free" piping and materials for plumbing when building or remodeling.

Our Water:

The City of Wenatchee monitors for lead and copper following the Department of Health requirements. The size of our system dictates that 30 homes are tested every 3 years. The homes selected for testing are the most vulnerable to lead and copper corrosion. Our last round of sampling was in September 2017. All samples were well below the action level for both lead and copper. For the latest results please see the data table included in this report. If you have questions about the City's drinking water please call us at (509) 888-3228.

Other potential sources of lead:

- Soil - especially in areas that were previously orchards, lead dust can be tracked indoors.
- Paint - Older homes may have lead paint. Lead paint was banned from commercial use in 1978. It is especially a problem when the paint is peeling, cracked, or chipped and during renovations.



Our Drinking Water Source

Located just north of Rocky Reach Dam, the Eastbank Aquifer is the primary source of drinking water for the City of Wenatchee, East Wenatchee Water District and the Chelan County PUD. Aquifers, such as the Eastbank Aquifer, act as a natural filter and underground storage for water. The Eastbank Aquifer is recharged by the Columbia River, and as indicated by the high quality water it produces, the aquifer is an excellent filter. The Aquifer currently supplies an average of 10.5 million gallons per day to Wenatchee Valley residents.

The City operates the water utility under regulations set forth by the Washington State Department of Health (DOH) and the Environmental Protection Agency under Public Water Supply ID# 943507. To ensure that safe drinking water is delivered everyday to your home, the City of Wenatchee administers a number of programs required by the DOH including Cross Connection Control, Water-Use Efficiency, and Wellhead Protection. While the Eastbank Aquifer has been rated as having low susceptibility to contamination, all of these programs work together to maintain high quality water every day.

Our system consists of the Regional Supply system, four reservoirs, two booster pump stations and 104.2 miles of pipe that make up the distribution transmission network. The water service boundary predominately reflects the city limits existing in 1979.

Important Phone Numbers

Water Quality Questions or Concerns 888-3235

Water Bill Questions 888-3600

Schedule to Have Your Water Shutoff for Repairs 888-3600

Chelan Douglas Health District..... 886-6400

After Hours Emergency Water Phone Number 665-2236

GET INVOLVED

The Wenatchee City Council meets on the second and fourth Thursday of every month at 5:15 pm in the Council Chambers. Council Chambers are on the second floor of City Hall, now located at 301 Yakima Street in Wenatchee.

The City Council meetings are broadcast live on the city's YouTube channel "Wenatchee TV".

Water Quality Results

The following table lists all of the drinking water contaminants that were detected during the 2019 calendar year. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The table also lists contaminants that were not detected but may be of interest to the consumer.

Substance	Result	Violation	Sample Date	MCL or MRDL	MCLG or MRDLG	Likely Sources
At the Groundwater Source - EPA Regulated						
Fluoride (ppm)	<0.2	No	2019	4	4	Erosion of natural deposits
Nitrate (ppm)	0.16	No	2019	10	10	Erosion of natural deposits, Runoff from fertilizer use, leaching from septic tanks
Turbidity (NTU)	<0.2	No	2019	1	N/A	Presence of suspended/colloidal materials
At the Groundwater Source - State Regulated						
Conductivity (umhos/cm)	170	No	2019	700	700	Erosion of natural deposits
Hardness (mg/L)	73.6	No	2019	N/A	N/A	Naturally occurring
In the Distribution System						
Total Coliform (# of positive samples)	0	No	2019	1	0	Naturally present in the environment
Fecal Coliform & E. coli (# of positive samples)	0	No	2019	0	0	Human and animal fecal waste
Chlorine (ppm)	0.28	No	2019	4	4	Water additive used to control microbes
In The Distribution System	Average Result/Range	Violation	Sample Date	MCL	MCLG	Likely Sources
Total Trihalomethane (ppb)	5.2 3.2 – 7.9	No	2019	80	N/A	By-product of drinking water chlorination
Total Haloacetic Acids –HAA5 (ppb)	1.5 <1.0 - 2.6	No	2019	60	N/A	By-product of drinking water chlorination
At the Customer's Tap	90th percent value	Violation	Sample Date	Action Level	Number of sites sampled	Likely Sources
Copper (ppm)	0.587	No	2017	1.3	30	Corrosion of household plumbing
Lead (ppb)	2	No	2017	15	30	Corrosion of household plumbing
Unregulated Contaminant Monitoring	Average Result/Range	Violation	Sample Date	Reference Concentration **		Likely Sources
HAA9 (ppb) *	1.9 1.6 – 2.6	No	2019	NA—Not Available		By-product of drinking water chlorination

In 2019 the City of Wenatchee sampled for the Unregulated Contaminant Monitoring Regulation Study #4. (UCMR4)

Unregulated contaminants are those for which the Environmental Protection Agency (EPA) has not established a drinking water standard. The purpose of unregulated contaminant monitoring is to help EPA determine the occurrence in drinking water and potential need for future regulation. Samples were collected in February and in August. The water was tested for Total Organic Carbon, Bromide, 8 pesticides, 1 pesticide manufacturing byproduct, 3 semi-volatile organic carbons, 3 alcohols and 2 metals. None of these substances were detected in our water in either February or August.

* HAA9 is the same 5 compounds as the HAA5 analysis with the 4 following compounds added: bromochloroacetic acid, bromodichloroacetic acid, chlorodibromoacetic acid, tribromoacetic acid

** The Reference Concentration is based on publicly available health information.

- Not all compounds are tested every year. State and Federal regulations dictate which contaminants the City must test for and how often. The results presented above represent the most current data for the source and the water system. All testing was performed by state certified laboratories. The City meets or exceeds the testing frequency required.
- In 2015 the source water was tested for 43 synthetic organic contaminants which included herbicides, PCB's, pesticides, and many other chemicals and in 2014 the source water was tested for 60 volatile organic chemicals, such as solvents and petroleum products. None of these potential contaminants were detected in the drinking water.

Definitions for the Table

Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Lead and Copper 90th Percentile: Out of every 10 homes sampled, 9 were at or below this level.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Maximum Contaminant Levels are set as close to the MCLG as feasible using the best available treatment technology.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is

convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

N/A: Not applicable.

ND: Not Detected

NTU: Stands for Nephelometric Turbidity Unit which is the unit of measure for the clarity of water.

ppb: Parts of contaminant per billion parts of water, also the same as micrograms per liter.

ppm: Parts of contaminant per million parts of water, also the same as milligrams per liter.

Umhos/cm: micromhos per centimeter, the unit of measure for the ability of water to carry an electric current.

July is Smart Irrigation Month!

July is a peak month for outdoor water use
and a good time to make sure you're using your irrigation efficiently!

- **Check your system for leaks!** A leaking sprinkler head can waste thousands of gallons of water, costing you money.
- **Direct sprinkler heads away from paved surfaces!** Water hitting the pavement won't make it grow and the runoff from sprinklers carries chemicals, bacteria, sediment, and other pollutants into the stormwater system and the Columbia River. Watering gardens by hand can prevent overspray and direct water to areas that need it the most, this can reduce overwatering and water consumption.
- **Water during the coolest times of day!** Watering when it's hot can result in losing approximately 1/3 of the water you're using to evaporation, causing you to use more water.



Small actions can make a big difference in protecting local water ways from pollution and your water consumption. The Master Gardeners can also provide information on lawn care, irrigating home gardens and planning landscapes that are Eastern Washington friendly.

Search for Master Gardeners on the internet or call (509) 667-6540.
or visit www.wenatcheewa.gov/wvstac for more tips.

Every Drop Counts!

As communities have grown and the demand for safe drinking water has increased, the approach to water conservation has changed.

The new emphasis is on using water efficiently before water supplies are diminished to a point where water conservation is required. The City of

Wenatchee is committed to ensuring that current and future water needs are met for area citizens.

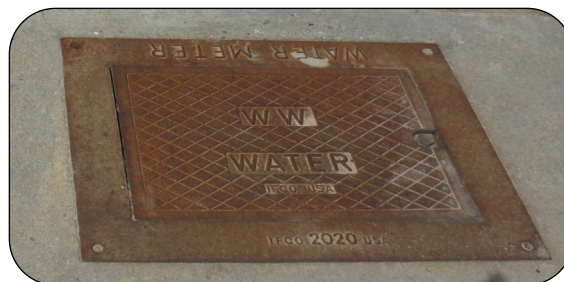


For more information visit:
www.wenatcheewa.gov/Water_Wise

Do Not Open!!!

This applies to homeowners, contractors, plumbers and landscapers.

If you suspect a problem in the water chamber or need the water shut off, please call 888-3600.



When planning to have the city shut off the water at the meter, please note that call out fees will be billed to your account if this is done outside regular business hours.

*Business Hours: Monday - Friday
8:00 am - 5:00 pm*

After Hours Emergency Water Phone Number ... 665-2236

General Water Quality Information



As water travels over the surface of land or through the ground, it dissolves naturally occurring minerals and can pick up substances resulting from the presence of animals or from human activity. Contaminants that can occur in untreated water include: microbial contaminants such as viruses and bacteria; inorganic contaminants such as salts and metals; pesticides and herbicides; organic chemicals from industrial or petroleum use, and radioactive materials. In order to ensure that tap water is safe to drink, the EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline. (1-800-426-4791)

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791) or on EPA's web site at www.epa.gov/safewater.



WATER QUALITY

What You Pay For Your Water

2020 Water Service Charges		
For Single Family Residence, Duplex and Multi-Family		
Meter size	Monthly Minimum Charge	Consumption Rate (per 100 Cubic Feet*)
¾"	\$13.12	\$2.12
1"	\$23.34	\$2.12
1 ½"	\$39.64	\$2.12
2"	\$60.94	\$2.12

* 100 Cubic Feet is equal to 748 gallons

By comparison:

100 cubic feet of bottled water
(at \$0.99/20 oz.) would cost \$4,739.33



Water Use Efficiency - Annual Report Summary

The City of Wenatchee is required to submit an Annual Water Use Efficiency Report to the Washington State Department of Health every year by July 1st. This report provides information about the amount of water the City purchased from the Regional System, how much was sold to customers and how much was lost to leakage.

The City's goal is to reduce distribution system leakage to 10% or less by December 31, 2024. The distribution system leakage for 2019 was calculated to be 16.9 % and the resulting 3-year average was 14.4 %. We are working to reach this goal by implementing a water loss control plan within our system. The City has known leakage at two of the concrete reservoirs. They are being monitored and work to replace one of the reservoirs is scheduled to begin in 2025.

Based on the public input that was received through outreach efforts, the Wenatchee City Council adopted a customer water usage goal of reducing residential water use to 125 gallons per capita per day by December 31, 2024. At the time that the goal was set the average daily use was 135 gallons per capita per day. Based on the 2019 water use data, the current average daily water use is 125 gallons per capita per day with an annual water savings of approximately 52 million gallons. The City will help our customers maintain this level by providing additional water use efficiency education.